



NEW ZEALAND
CUSTOMS SERVICE
TE MANA ĀRAI O AOTEAROA

WELLINGTON

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PROTECTING NEW ZEALAND'S BORDER

13 May 2020

Ref: OIA 20-098

[REDACTED]
[REDACTED]
By email (c/o): [REDACTED]

Dear [REDACTED]

Request for information under the Official Information Act

Thank you for your letter of 1 April 2020 to the New Zealand Customs Service (Customs) and subsequent clarification on 8 April 2020, requesting the following information under the Official Information Act 1982 (the Act):

"Our office is seeking advice or information sent or received by Customs in January 2020 in the form of reports, briefings, memos, evaluations, assessments, and analyses regarding border management relating to COVID-19."

In response to your request, please find attached document titled *OIA 20-098 Release*, which comprises of the following documents:

- eight Customs COVID-19 Situation Reports, issued by Customs' Integrated Targeting Operations Centre, dated 22 to 30 January 2020:
 - please note that a Situation Report '8' appears to be missing out of the number sequence, however it is not missing, there was an error in the number sequencing of Situation Reports at the time
 - please note that a Situation Report was not issued on 28 January 2020 with regard to COVID-19.
- Customs Aide Memoire: *Customs' Response to 2019 Novel Coronavirus Outbreak*, dated 27 January 2020
- excerpt from the Weekly Report to the Minister of Customs for the week ending 23 January 2020
- excerpt from the weekly officials' meeting with the Minister of Customs agenda, dated 29 January 2020.

Please note some information in these documents have been withheld under section 9(2)(a) of the Act, where withholding is necessary to protect the privacy of natural persons.

In response to your request for information received by Customs from the Ministry of Health regarding border management relating to COVID-19, Customs has identified 14 documents comprising of Ministry of Health Situation Reports and Border Advisories received in January 2020. However, Customs is refusing this part of your request in accordance with section 18(d) of the Act, as Customs has been advised by the Ministry of Health that those documents will soon be publicly available.

Customs has considered the public interest arguments in favour of making this information available, however, it is considered that these interests do not outweigh the necessity to withhold the information.

As mentioned in our letter to you dated 23 April 2020, Customs transferred your request in part to the Ministry of Foreign Affairs and Trade, where it relates to your request for information received by Customs regarding border management relating to COVID-19, received from the Ministry of Foreign Affairs and Trade, in the form of 16 Formal Messages in relation to various jurisdictions.

You have the right, by way of complaint to the Office of the Ombudsman under section 28(3) of the Act, to seek an investigation and review of the decision conveyed in this letter.

If you have any queries in regard to this response, please contact the Correspondence, Reviews and Ministerial Servicing Team: OIA@customs.govt.nz.

Please note that Customs proactively releases responses to Official Information Act requests on our website. As such, we may publish this response on our website after we have sent it to you. Your name and contact details will be removed.

Yours sincerely



Jamie Bamford
Deputy Chief Executive, International and Governance

Customs N-CoV 2019 SITREP 1
22 January 2020

NZ CUSTOMS SITUATION REPORT	
EVENT	SITREP No
Coronavirus	CORONA001
CONTACT	DATE/TIME OF ISSUE
ITOC National Phone: 0508 ITOCOPS (486267) International Phone: +6499278009 Email: ITOCOPS@Customs.govt.nz SCU National Phone: 029 201 2022 International Phone: +64292012022 Email: strategic.coordination@customs.govt.nz	22/01/2020 1605
SITUATION	
21/01/2020 - Corona Nova virus has infected 300 people within China with reports of the virus spreading worldwide with cases in Australia, Japan and America	
UPDATE SINCE LAST REPORT	
<p>Key Points:</p> <ul style="list-style-type: none">• (Open Source) Approximately 300 cases have been identified worldwide. Reports state there are about 260 cases in Wuhan and 30 in other Chinese cities; including Beijing and Shanghai. 10 other cases have been reported across the world, including Australia, Japan and America• The World Health Organization (WHO) have so far not recommended the need for any additional border measures in New Zealand. Customs are in close contact with the Ministry of Health, as well as our partner border agencies, and monitoring the unfolding situation closely.• Customs is taking up precautionary measures at all international Airports. These include public health messaging at key points of entry and availability of traveller cards.	
COMMAND AND CONTROL	
<u>National Response</u>	

- The **NZ MINISTRY of HEALTH (MOH)** are the Lead Agency for this response.
- MOH have opened up the National Health Coordination Centre (NHCC) which will coordinate any action required.

New Zealand Customs Command and Coordination Points

Appointment	Name	Contact
General Manager	Terry Brown	s 9(2)(a) OIA
Officer Commanding	s 9(2)(a) OIA	
Manager SCU		
National Security LO		
Wgtn – National Security System and NHCC	SCU Duty Officer	strategic.coordination@customs.govt.nz
Port Movements and Operational Coordination Support (including logistics information)	ITOC	IT: ITOC (0508 ITOCOPS / ITOCOperationsCentre@customs.govt.nz)
Communications / Messaging	s 9(2)(a) OIA	s 9(2)(a) OIA

INFORMATION FLOWS

Key points

ITOC – Once information received it is to be recorded in log

Strategic Coordination - SITReps to be created daily or when requested (whichever comes first) and provided to ITOC for dissemination.

Airports and Ports

Airport POCs have been established. Details held by ITOC and relevant staff

Tracking of information

The responsibility for keeping across the full picture of people being supported by welfare processes in New Zealand will sit with Ministry of Health.

BORDER FACILITATION PROCESS

- BAU as it stands; waiting on direction from MoH – due by COB today (updated Border Advisory)

KEY INTERAGENCY ACTIONS

- The World Health Organization (WHO) have so far not recommended the need for any additional border measures in New Zealand. Customs are in close contact with the Ministry of Health, as well as our partner border agencies, and monitoring the unfolding situation closely.

- The outcome of the WHO meeting on this novel virus will be advised to agencies tomorrow (report to come from MOH).
- MoH are working alongside Public Health Units of the relevant DHB to support the uptake of precautionary measures at key ports of entry.
- Border Sector Working Group are to meet on Friday 24 January 1330 to develop a border wide plan.
- Watch Group expected to be held sometime on Friday 24 January.

NZ CUSTOMS ACTIONS including planned actions

- OC appointed and key contact points established.
- IPG held at 1200pm today and further meetings to be held daily
- SCU to develop regular SITREPS (ITOC to assist with operational detail and dissemination)
- MoH have provided wording for signage at ports of entry
- Work is underway to confirm availability of traveller health information cards at all ports of entry (sea as well as air)
- Initial advice on health and safety has been provided to all staff. Updated advice is being developed. This advice has been shared with partner border agencies.
- Liaison points with MOH established and SCU will establish a presence in the NHCC from tomorrow.
- Urgent work to confirm availability of PPE for frontline staff has commenced (being coordinated through ITOC). An order for additional N95 facemasks has been placed.

N95 P2 masks are required for this particular event (which are a higher grade mask than our current N95 P1 mask)

The required masks are as **shown below N95 P2** blue.



- Data on passenger arrivals from Wuhan (past and projected) provided to MoH Communications advice.
- Key communications messages have been developed for internal and external use. These have been approved by the communications team at the Ministry of Health. These messages have been shared with the communications teams at AvSec, MFAT, Police, MPI and INZ.
- We have responded to media enquiries from Newshub, BusinessDesk and Tourism Ticker, as well as three public enquiries received through our social media.

- Additional SITREPS to follow as required

ADMIN & LOGS

Strategic Coordination

s 9(2)(a) OIA

s 9(2)(a) OIA

**NZ CUSTOMS
SITUATION REPORT**

EVENT	SITREP No
Corona Virus	CORONA002
CONTACT	DATE/TIME OF ISSUE
ITOC National Phone: 0508 ITOCOPS (486267) International Phone: +6499278009 Email: ITOCOPS@Customs.govt.nz SCU National Phone: 029 201 2022 International Phone: +64292012022 Email: strategic.coordination@customs.govt.nz	23/02/2020 0900

SITUATION

23/01/2020 - Corona Nova virus has infected 444 people within China with reports of the virus spreading worldwide with cases in Australia, Japan and America

UPDATE SINCE LAST REPORT

Key Points:

- (Open Source) Approximately 444 cases have been identified worldwide. Reports state there are about 260 cases in Wuhan and 30 in other Chinese cities; including Beijing and Shanghai. 10 other cases have been reported across the world, including Taiwan, Japan and America
- The World Health Organization (WHO) have so far not recommended the need for any additional border measures in New Zealand. Customs are in close contact with the Ministry of Health, as well as our partner border agencies, and monitoring the unfolding situation closely.
- Customs is taking up precautionary measures at all international Airports. These include public health messaging at key points of entry and traveller cards to be handed out.

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COMMAND AND CONTROL

National Response

- The **NZ MINISTRY of HEALTH (MOH)** are the Lead Agency for this response.
- MOH have opened up the National Health Centre (NHC) which will coordinate any action required.

New Zealand Customs Command and Coordination Points

- Air movements and operational coordination matters: ITOC (0508 ITOCOPS / ITOCOperationsCentre@customs.govt.nz)
- Wgtn – National Security System and NCMC: SCU (029 201 2002) strategic.coordination@customs.govt.nz
- Logistics – ITOC / SCU

INFORMATION FLOWS

Key points

ITOC – Once information received it is to be recorded in log

Strategic Coordination - SITReps to be created daily or when requested (whichever comes first) and provided to ITOC for dissemination.

Airports

Airport POCs have been established. Details held by ITOC and relevant staff

Tracking of information

The responsibility for keeping across the full picture of people being supported by welfare processes in New Zealand will sit with Ministry of Health.

BORDER FACILITATION PROCESS

- BAU as it stands; waiting on direction from MoH

KEY INTERAGENCY ACTIONS

- The World Health Organization (WHO) have so far not recommended the need for any additional border measures in New Zealand. Customs are in close contact with the Ministry of Health, as well as our partner border agencies, and monitoring the unfolding situation closely.
- The latest MoH sitrep advises the communicate disease team is convening first meeting to be held Friday 24 January

- MoH advises it is the Northern Hemisphere influenza season so we can expect to see an increase number of travellers from the northern hemisphere with influenza like illnesses.
- MoH has advised primary care and public health unit staff to prepare to respond to queries to people who have recently returned from China.
- There are no direct flights from Wuhan to New Zealand, however the IATA representative advised there are around 7250 air travellers from Wuhan to New Zealand per annum. Border Sector Working Group are to meet on Friday 2 January to develop a border wide plan.
- A further border advisory will be sent today with an update on the outbreak and advice on personal protective measures border staff may take.

NZ CUSTOMS ACTIONS including planned actions

- N-CoV2019 planning meeting to be held at 1200pm today and further meetings to be held daily
- ITOC setup as dissemination for SITReps
- Airports have been provided traveller cards to provide passengers entering NZ, Ports will be provided this as soon as possible
- Public health requested that Customs CHC keep the arrival cards for EK412 flight (22/01). Sick Chinese child arrived on the flight, at this stage they are running more tests and will advise this afternoon at some point regarding what they need us to do. Precautionary only at this point
- The Overseas Posts Team have requested relevant PPE to be procured and dispatched to officers in post. The corporate Team are processing this request today.
- SCU LO will be based at National Health Coordination Centre as of today.
- The Customs Coordination Group is convening at noon today.

- Additional SITREPS to follow as required

ADMIN & LOGS

Strategic Coordination	s 9(2)(a) OIA	s 9(2)(a) OIA
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**NZ CUSTOMS
SITUATION REPORT**

EVENT	SITREP No
Corona Virus	CORONA003
CONTACT	DATE/TIME OF ISSUE
ITOC National Phone: 0508 ITOCOPS (486267) International Phone: +6499278009 Email: ITOCOPS@Customs.govt.nz SCU National Phone: 029 201 2022 International Phone: +64292012022 Email: strategic.coordination@customs.govt.nz	24/02/2020 0800

SITUATION

24/01/2020 – N-CoV2019 virus has infected over 570 people within China with reports of the virus spreading worldwide with cases in Australia, Japan and America, Singapore and Vietnam according to open source reporting.

UPDATE SINCE LAST REPORT

Key Points:

- (Open Source) Over 570 cases have been identified worldwide. The fatality total is now 18. Reports state that Wuhan is now in a state of lock down and other Chinese cities are facing similar restrictions. 10 other cases have been reported across the world, including Taiwan, Japan and America
- The World Health Organization (WHO) have so far not recommended the need for any additional border measures in New Zealand. Customs are in close contact with the Ministry of Health, as well as our partner border agencies, and monitoring the unfolding situation closely.
- International partners are taking the “alert but not alarmed” stance. Basic health screenings are being conducted for direct flights from Wuhan; fact sheets are also being distributed to passengers.
- Customs is taking up precautionary measures at all international Airports and Ports. These include public health messaging at key points of entry and traveller cards to be handed out.

COMMAND AND CONTROL

National Response

- The **NZ MINISTRY of HEALTH (MOH)** are the Lead Agency for this response.
- MOH have opened up the National Health Coordination Centre (NHCC) which will coordinate any action required. Customs is represented in the NHCC as the lead border agency

New Zealand Customs Command and Coordination Points

- Air movements and operational coordination matters: ITOC (0508 ITOCOPS / ITOCOperationsCentre@customs.govt.nz)
- Wgtn – National Security System and NCMC: SCU (029 201 2002) strategic.coordination@customs.govt.nz
- Logistics – ITOC / SCU

INFORMATION FLOWS

Key points

ITOC – Once information received it is to be recorded in log

Strategic Coordination - SITReps to be created daily or when requested (whichever comes first) and provided to ITOC for dissemination.

Airports

Airport POCs have been established. Details held by ITOC and relevant staff

Tracking of information

The responsibility for keeping across the full picture of people being supported by welfare processes in New Zealand will sit with Ministry of Health.

BORDER FACILITATION PROCESS

- BAU as it stands; waiting on direction from MoH

KEY INTERAGENCY ACTIONS

- The World Health Organization (WHO) have so far not recommended the need for any additional border measures in New Zealand. Customs are in close contact with the Ministry of Health, as well as our partner border agencies, and monitoring the unfolding situation closely.
- The latest MoH sitrep advises the communicate disease team is convening first meeting to be held Friday 24 January.

- MoH advises it is the Northern Hemisphere influenza season so we can expect to see an increase number of travellers from the northern hemisphere with influenza like illnesses.
- MoH has advised primary care and Public Health Unit (PHU) staff to prepare to respond to queries to people who have recently returned from China.
- MoH advises that PHUs will be communicating with their border stakeholders. Their focus is providing advice about the situation and ensuring health messaging is displayed.
- A further MoH border advisory will be sent today with an update on the outbreak and advice on personal protective measures border staff may take.
- MoH have scheduled a Border Sector Working Group meeting today at 1330hrs.
- MoH have scheduled an Interagency Pandemic Group meeting at Defence House today at 1130hrs.
- DPMC have called a Watchgroup meeting for Monday 27th Jan at 1100hrs.

NZ CUSTOMS ACTIONS including planned actions

- N-CoV2019 planning meeting to be held at 0930am today and further meetings to be held daily. Weekend coverage and meeting frequency to be determined at today's 9.30 meeting.
- ITOC setup as dissemination for SITReps.
- Continue to promote key messaging and prepare staff for any escalation. Emphasis should be placed on 'Alert but not alarmed' and that we are still in the 'Keep it out' phase of the NZ Influenza Pandemic Plan.
- The most appropriate PPE items have been confirmed and bulk orders are being made. Current stocks will be redistributed across the business.
- Continue to provide guidance and support to other Border Agencies.
- Customs representatives will attend the Interagency Pandemic Group meeting today at 1130hrs at Defence House, Bowen Street.
- Customs representatives will attend the Border Sector Working Group meeting today at 1330hrs at MoH.

- Additional SITREPS to follow as required

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ADMIN & LOGS

Strategic Coordination	s 9(2)(a) OIA	s 9(2)(a) OIA
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**NZ CUSTOMS
SITUATION REPORT**

EVENT	SITREP No
Corona Virus	CORONA004
CONTACT	DATE/TIME OF ISSUE
ITOC National Phone: 0508 ITOCOPS (486267) International Phone: +6499278009 Email: ITOCOPS@Customs.govt.nz SCU National Phone: 029 201 2022 International Phone: +64292012022 Email: strategic.coordination@customs.govt.nz	25/02/2020 0800

SITUATION

25/01/2020 - n-CoV2019 virus has infected over 800 people in China. The virus continues to spread worldwide with possible cases in Australia, Japan, Taiwan and the UK according to open source reporting.

UPDATE SINCE LAST REPORT

Key Points:

- (Open Source) Over 800 cases have been identified worldwide. The fatality total is now 26. Reports state that China has widened the lockdown in Hubei province of which Wuhan is a city. At least 10 cities within the central Chinese province are facing similar restrictions. The first fatality outside Hubei was recorded on 23 Jan 20, with another reported later in the remote province of Heilongjiang.
- On 24 Jan 20, the World Health Organisation (WHO) advised that the event did not constitute a public health emergency of international concern (PHEIC) but the Committee will reconvene in ten days to examine the situation further.
- International partners are taking the "alert but not alarmed" stance. Basic health screenings are being conducted on flights originating from Wuhan; fact sheets are also being distributed to passengers.
- Customs continues to take precautionary measures at all international Airports and Ports. These include, supporting the delivery of the MoH public

health messaging at key points of entry and preparing staff for any response escalation.

COMMAND AND CONTROL

National Response

- The **NZ MINISTRY of HEALTH (MoH)** are the Lead Agency for this response.
- MoH have opened up the National Health Coordination Centre (NHCC) which will coordinate any action required. Customs is represented on the NHCC as the lead border agency

New Zealand Customs Command and Coordination Points

- Air movements and operational coordination matters:
ITOC (0508 ITOCOPS / ITOCOperationsCentre@customs.govt.nz)
- Wellington – National Security System and NCMC: SCU
(029 201 2002) strategic.coordination@customs.govt.nz
- Logistics – ITOC / SCU

INFORMATION FLOWS

Key points

ITOC – Once information received it is to be recorded in a log.

Strategic Coordination - SITReps to be created daily or when requested (whichever comes first) and provided to ITOC for dissemination.

Airports

Airport POCs have been established. Details held by ITOC and relevant staff

Tracking of information

The responsibility for keeping across the full picture of people being supported by welfare processes in New Zealand will sit with Ministry of Health.

BORDER FACILITATION PROCESS

- BAU as it stands; waiting on direction from MoH

KEY INTERAGENCY ACTIONS

- The MoH issued a further Border Advisory regards the novel coronavirus n-CoV 2019 on Fri 24 Jan 20.
- The MoH is already undertaking actions that meet the WHO's recommendations.

- MoH risk assessment is that currently the risk of a sustained outbreak caused by the n-Cov 2019 is **LOW** in New Zealand. This assessment however recognises that there is a small risk of a case being imported into New Zealand.
- MoH reiterate that, there are currently **no travel restrictions** or other border measures in place at the New Zealand border in relation to this event.
- MoH continues to develop and expand its messaging and information streams. This includes points of entry banners in traditional/simplified Chinese and the use of electronic signage. The intent is to draw attention to the availability of health advice cards.
- The MoH website has been updated with a fact sheet for travellers, this will include appropriate translations.
- MoH detailed guidance for responding to ill travellers is expected to be finalised and disseminated early next week.
- A Border Working Group meeting was held yesterday, attendees included Customs, AvSec, Immigration, MPI and Police. The advice developed by Customs for its border staff was discussed. Other border agencies agreed with this advice and it has now been disseminated by MoH to their appropriate health entities.
- DPMC have called a Watchgroup meeting for Mon 27 Jan 20 at 1100hrs.

NZ CUSTOMS ACTIONS *including planned actions*

- In the event of any response escalation triggers being met, ITOC will cascade notifications to all relevant personal.
- Weekend coverage details and an On Call list has been compiled and will be held by ITOC.
- ITOC will disseminate all SITReps.
- Key messaging to staff continues to be, 'We want you to be prepared, safe, alert - but not alarmed.'
- The ordered PPE items are beginning to arrive. Current stocks have been redistributed to higher risk ports across the business.
- Further to providing health advice cards at booths. Customs will also support DHB efforts to increase physical and electronic messaging boards at airports and ports.
- Continue to provide guidance and support to other Border Agencies.
- Customs representatives attended meetings of the Border Sector working group and the Interagency Pandemic Group yesterday.

- The next N-CoV2019 planning meeting will be held on Mon 27 Jan 20 at 0930hrs and further meetings to be held daily.

- Additional SITReps to follow as required

ADMIN & LOGS

Strategic Coordination	s 9(2)(a) OIA	s 9(2)(a) OIA
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**NZ CUSTOMS
SITUATION REPORT**

EVENT	SITREP No
Corona Virus	CORONA005
CONTACT	DATE/TIME OF ISSUE
ITOC National Phone: 0508 ITOCOPS (486267) International Phone: +6499278009 Email: ITOCOPS@Customs.govt.nz SCU National Phone: 029 201 2022 International Phone: +64292012022 Email: strategic.coordination@customs.govt.nz	26/02/2020 0800

SITUATION

26/01/2020 – The 2019 n-CoV virus continues to spread throughout China. Confirmed cases continue to be reported internationally. Countries reporting confirmed cases include Australia, Japan, Taiwan, UK and the US.

UPDATE SINCE LAST REPORT

Key Points:

- (Open source) Reporting places the total number of confirmed cases in China at over 1200. The number of fatalities has risen to 41. In addition to regional lockdowns, Chinese authorities have taken additional containment steps. These include cancelling major Lunar New Year events and closing major attractions such as sections of the Great Wall and Shanghai's Disney Resort.
- The World Health Organisation (WHO) has **NOT AMENDED** its 24 Jan 20 advice as the current event still **DOES NOT** constitute a Public Health Emergency of International Concern (PHEIC). The Committee will reconvene in ten days to examine the situation further.
- **Australia** – At 1251hrs on Sat 25 Jan 20, the New Zealand Ministry of Health (NZ MoH) issued an update from the Australian Chief Medical Officer. This CONFIDENTIAL and EMBARGOED update confirmed a 2019-nCoV case in Melbourne, Australia.

The 59 year old male from Wuhan, arrived in Melbourne on Sun 19 Jan 20 via Guangzhou. Having travelled without symptoms, he became unwell on Sun 19 Jan 20 and developed a fever on Mon 20 Jan 20.

The patient had limited contact with people except immediate family since returning to Australia. The **patient followed Border messaging advice** and contacted health care prior to travelling to the General Practitioners and arrived double masked before being transferred into hospital care.

The Australian Department of Health are taking a **precautionary approach** and are conducting contact tracing of passengers who were in the 2 rows adjacent to the patient. All other passengers will be contacted and offered reassurance and healthcare advice as casual contacts.

The Australian Department of Health will inform the NZ MoH of any travellers on the flight who have journeyed on to New Zealand. The NZ MoH will contact these travellers to offer advice and reassurance regarding symptoms and notifications.

The Australian Chief Medical Officer also indicated that lab results for a second case in New South Wales are expected within 24 hours.

These cases do not generate material impacts on public health or border risk levels as they are imported cases with no evidence of secondary transmission in Australia (or indeed in any of the other countries with imported cases).

- **Samoa** – The Samoan Government has endorsed and approved recommendations from the MoH to implement initial measures to ensure that the Coronavirus does not infiltrate Samoa.

With immediate effect, no visitors will be allowed entry to Samoa unless they satisfy the mandate to undergo medical clearance at least 3 days before travelling to confirm that they are free of any infectious diseases. All travellers from Coronavirus affected countries must spend at least 14 days in a country free of the virus and undergo medical clearance prior to travel to Samoa.

- Confirmation of additional global imported cases is expected.
- **Our frontline staff continue to receive best practice guidelines** laid out by the WHO and the MoH and we remain in close contact with the Ministry and relevant District Health Boards (DHBs).

National Response

- The **NZ MINISTRY of HEALTH (MoH)** are the Lead Agency for this response.
- MoH have opened up the National Health Coordination Centre (NHCC) which will coordinate any action required. Customs is represented on the NHCC as the lead border agency

New Zealand Customs Command and Coordination Points

- Air movements and operational coordination matters:
ITOC (0508 ITOCOPS / ITOCOperationsCentre@customs.govt.nz)
- Wellington – National Security System and NCMC: SCU
(029 201 2002) strategic.coordination@customs.govt.nz
- Logistics – ITOC / SCU

INFORMATION FLOWS

Key points

ITOC – Once information received it is to be recorded in a log.

Strategic Coordination - SITReps to be created daily or when requested (whichever comes first) and provided to ITOC for dissemination.

Airports

Airport POCs have been established. Details held by ITOC and relevant staff

Tracking of information

The responsibility for keeping across the full picture of people being supported by welfare processes in New Zealand will sit with Ministry of Health.

BORDER FACILITATION PROCESS

- BAU as it stands; waiting on direction from MoH

KEY INTERAGENCY ACTIONS

- s 9(2)(a) OIA of the Minister's Office has been briefed with regard to the Australian cases.
- The MoH continues to undertake actions that meet the WHO's recommendations.
- MoH risk assessment is that currently the risk of a sustained outbreak caused by the 2019-nCov is **LOW** in NZ. This assessment, however recognises that there is a small risk of a case being imported into New Zealand.
- MoH reiterate that, there are currently **no travel restrictions** or other border measures in place at the NZ border in relation to this event.

NZ CUSTOMS ACTIONS including planned actions

- In the event of any response escalation triggers being met, ITOC will cascade notifications to all relevant personal.
- Weekend coverage details and an On Call list has been compiled and will be held by ITOC.
- ITOC will disseminate all SITReps.
- ITOC have prepared an 'Identified Persons Log'. This log will be used to document all identified persons suspected of having the Coronavirus. ITOC has notified all ports of the reporting requirements.
- Key messaging to staff continues to be:

"We want you to be prepared, safe, alert - but not alarmed."

The frontline staff response continues to meet best practice guidelines laid out by the WHO and the MoH. We are continuing to liaise with the MoH and relevant DHBs.
- Overseas Posts and Liaison Officers are providing regional situational reporting where appropriate. This includes local activity, details of partner Border Agency responses and signalled future intent. This information is being captured by the Strategic Coordination Unit (SCU).
- Customs continues to provide guidance and support to other Border Agencies.
- The next 2019-nCoV planning meeting will be held on Mon 27 Jan 20 at 0930hrs and further meetings to be held daily.

- Additional SITReps to follow as required

ADMIN & LOGS

Strategic Coordination	s 9(2)(a) OIA	s 9(2)(a) OIA
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**NZ CUSTOMS
SITUATION REPORT**

EVENT	SITREP No
Corona Virus	CORONA006
CONTACT	DATE/TIME OF ISSUE
ITOC National Phone: 0508 ITOCOPS (486267) International Phone: +6499278009 Email: ITOCOPS@Customs.govt.nz SCU National Phone: 029 201 2022 International Phone: +64292012022 Email: strategic.coordination@customs.govt.nz	27/02/2020 0800

SITUATION

27/01/2020 – The 2019 n-CoV virus continues to spread throughout China. Confirmed cases continue to be reported internationally. Countries reporting confirmed cases include Australia, France, Japan, Taiwan, UK and the US.

UPDATE SINCE LAST REPORT

Key Points:

- New Zealand Ministry of Health (MoH) reporting states the global total of 2019-nCoV virus confirmed cases is 1320. Of these, China has 1287 across 29 provinces. The number of fatalities is 41. Most of those who have died from the virus to date were suffering from pre-existent underlying health problems.

33 confirmed cases have been reported internationally; Australia (4), France (3), Hong Kong (5), Japan (2), Macau (2), Nepal (1), Singapore (3), South Korea (2), Taiwan (3), Thailand (4), USA (2), and Vietnam (2). The majority of whom reported travel to Wuhan.

- The latest MoH assessment is that, based on information currently available, the risk of a sustained outbreak of 2019-nCoV infection in NZ is low. This assessment recognises that there is a risk of 2019-nCoV infection being imported into NZ, especially given that the reported numbers are rapidly increasing overseas.

From Mon 27 Jan 20 District Health Board (DHB) public health staff will be present at Auckland and Christchurch International Airports. They will be providing advice and information to travellers who have arrived from mainland China. The decision to attend these flights only is based on the current epidemiological evidence. These staff will NOT be undertaking any screening or clinical assessments.

A public health nurse will respond to passengers who report feeling unwell. The passenger's temperature will be taken and if it is greater than 38 degrees centigrade, the standard ill passenger response protocols will be triggered.

Public health staff will be liaising with their border colleagues at the airports from Sun 26 Jan 20. To ensure messaging consistency, the public health staff have been briefed regards Customs' advice to staff concerned about contact with potentially infectious travellers.

- Australia's border response remains consistent with that of New Zealand. Additionally, in NZ shipping agents are providing health advice cards to cruise vessel operators and the tourism industry is providing them to accommodation providers and tour operators. Border staff have been provided with advice on personal protection. The border advisories are sent to over 200 border stakeholders.

For further specific detail, refer to NZ MoH SITRep issued at 1830hrs on 26 Jan 20. MoH will issue the next SITRep at 1100hrs on 27 Jan 20.

COMMAND AND CONTROL

National Response

- The **NZ MINISTRY of HEALTH (MoH)** are the Lead Agency for this response.
- MoH have opened up the National Health Coordination Centre (NHCC) which will coordinate any action required. Customs is represented on the NHCC as the lead border agency

New Zealand Customs Command and Coordination Points

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(029 201 2002) strategic.coordination@customs.govt.nz
- Logistics – ITOC / SCU

INFORMATION FLOWS

Key points

ITOC – Once information received it is to be recorded in a log.

Strategic Coordination - SITReps to be created daily or when requested (whichever comes first) and provided to ITOC for dissemination.

Airports

Airport POCs have been established. Details held by ITOC and relevant staff

Tracking of information

The responsibility for keeping across the full picture of people being supported by welfare processes in New Zealand will sit with Ministry of Health.

BORDER FACILITATION PROCESS

- BAU as it stands; waiting on direction from MoH

KEY INTERAGENCY ACTIONS

- The MoH continues to undertake actions that meet the WHO's recommendations.
- MoH - The Public Health Group has established an Incident Management Team, using the CIMS structure to respond to this developing event.
- MoH - **The risk assessment for NZ will be reviewed on Mon 27 Jan 20.**

NZ CUSTOMS ACTIONS including planned actions

- An email was sent to all staff regards the ongoing 2019-nCoV response. This explained the following:
 - The rationale for the MoH decision to deploy public health staff at Auckland and Christchurch airports.
 - Re-emphasised key messages which continue to be:

'We want you to be prepared, safe, alert - but not alarmed.'

The frontline staff response continues to meet best practice guidelines laid out by the WHO and the MoH.
- We are continuing to liaise with the MoH and relevant District Health Boards.
- Customs continues to provide guidance and support to the other border agencies.

- PPE – 1500 x 3M P2 masks will be delivered to business areas across the country today (Mon 27 Jan 20). The planned distribution of this equipment is tabled below.

Location	Quantity
AKL Airport	500
AKL Shipping	50
AKL Assurance	50
CHC Airport	300
DUN Airport	200
Napier	50
WLG Airport	350
Total	1500

- In the event of any response escalation triggers being met, ITOC will cascade notifications to all relevant personnel.
- ITOC will disseminate all SITReps.
- The next 2019-nCoV planning meeting will be held on Tues 28 Jan 20 at 0930hrs and further meetings to be held daily.

- Additional SITReps to follow as required

ADMIN & LOGS

Strategic Coordination	s 9(2)(a) OIA	s 9(2)(a) OIA
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Customs N-CoV 2019 SITREP 7
29 January 2020

NZ CUSTOMS SITUATION REPORT	
EVENT	SITREP No
Corona Virus	CORONA007
CONTACT	DATE/TIME OF ISSUE
ITOC National Phone: 0508 ITOCOPS (486267) International Phone: +6499278009 Email: ITOCOPS@Customs.govt.nz SCU National Phone: 029 201 2022 International Phone: +64292012022 Email: strategic.coordination@customs.govt.nz	29/02/2020 0800
SITUATION	
29/01/2020 – The 2019 n-CoV virus continues to spread throughout China. Confirmed cases continue to be reported internationally. Countries reporting confirmed cases include Australia, France, Japan, Taiwan, Malaysia and the US.	
UPDATE SINCE LAST REPORT	
<p>Key Points:</p> <ul style="list-style-type: none">New Zealand Ministry of Health (MoH) reporting states the global total of 2019-nCov virus confirmed cases is 2798. Of these, China has 2744 across 30 provinces. The number of fatalities is 80. Most of those who have died from the virus to date were suffering from pre-existent underlying health problems. <p>55 confirmed cases have been reported internationally; Australia (5), Canada (1), France (3), Hong Kong (8), Japan (3), Malaysia (4), Macau (5), Nepal (1), Singapore (4), South Korea (3), Taiwan (4), Thailand (7), USA (5), and Vietnam (2). The majority of whom reported travel to Wuhan.</p> <p>MoH - The World Health Organisation (WHO) has not declared a Public Health Emergency of International Concern (PHEIC) but has advised countries like New Zealand to expect imported cases. The WHO does not currently recommend any specific measures for travellers.</p>	

The WHO's risk assessment of the situation remains **unchanged: very high** in China; **high** at the regional level; and **high** at the global level. This is an emerging and rapidly evolving situation. The risk assessment may change as more information on the 2019-nCoV and its epidemiology becomes available.

New Zealand's risk assessment is that the likelihood of **one or more imported cases** of 2019-nCoV infection in New Zealand is **high**. The likelihood of **limited person-to-person** transmission is **low to moderate** and the likelihood of **sustained transmission, and widespread outbreaks**, is **low**.

This assessment takes into account that evidence suggests limited human-to-human transmission. It assumes that symptomatic cases transmit the virus and that the timely and robust management of cases and their contacts will limit the spread of disease. It also considers that the reported numbers are rapidly increasing overseas, New Zealand has close transport links to China and Chinese New Year celebrations are underway.

There is not sufficient information to determine the incubation period. The WHO has reported a current estimate of the incubation period. This ranges from 2-10 days, noting that estimates will be refined as more data becomes available.

Current Border measures are aimed at providing travellers with information about symptoms of concern and asking them to contact Healthline if they become unwell. The health sector is preparing to respond to suspected and confirmed cases. Public information is being updated on the MoH website and daily media briefings are being held.

- The Australian Department of Health confirmed one case of 2019-nCoV in Victoria, and four in New South Wales (NSW). Testing is underway in the suspected cases reported by Victoria (10), Queensland (3) and Western Australia (4). Of the NSW cases, three had travelled to Wuhan, China and one had direct contact with a confirmed case from Wuhan while in China.

For further specific detail, refer to NZ MoH SITREP 08 issued at 1100hrs on Tue 28 Jan 20. The MoH will issue their next SITREP at 1100hrs on Wed 29 Jan 20.

COMMAND AND CONTROL

National Response

- The **NZ MINISTRY of HEALTH (MoH)** are the Lead Agency for this response.

- MoH have opened up the National Health Coordination Centre (NHCC) which will coordinate any action required. Customs is represented on the NHCC as the lead border agency

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Airport POCs have been established. Details held by ITOC and relevant staff

Tracking of information

The responsibility for keeping across the full picture of people being supported by welfare processes in New Zealand will sit with Ministry of Health.

BORDER FACILITATION PROCESS

- BAU as it stands; waiting on direction from MoH

KEY INTERAGENCY ACTIONS

- The Department of the Prime Minister and Cabinet (DPMC) - The next Watch Group meeting for agencies with policy and operational responsibilities will be held on Fri 31 Jan 20.
- MoH - In collaboration with Customs, banners have been developed for points of entry at airports and ports. These traditional and simplified Chinese banners highlight the availability of health advice cards. The graphics have been sent to District Health Boards (DHB) for them to include their logos and information.

Whilst Public Health Unit (PHU) staff were in attendance at **Auckland International Airport** at least **90% of passengers took handouts.**

- The MoH Chief Medical Officer, Andy Simpson is convening a meeting of DHB Chief Medical Officers this week. They will discuss the 2019-nCoV outbreak and their readiness to respond to suspected and confirmed cases.
- The MoH Regional Emergency Management Advisors are liaising with DHB Emergency Managers to check planning and readiness for hospitals to respond to reports of suspected cases.
- DHBs are responding to requests for assessments of unwell people. No-one has met the definition of a suspected case.

- MoH - Advice is being prepared for funeral directors who may be handling the deceased infected with 2019-nCoV.
- The MoH continues to undertake actions that are aligned to the WHO's recommendations.
- The MoH activated the National Health Coordination Centre (NHCC) on Tue 28 Jan 20. Customs will have a Liaison Officer embedded to provide support and advice.
- MoH will prompt PHU staff to proactively report to Border Agencies if a vessel declares an ill passenger or crew member. Border Agency staff can then discuss with border health officials if any additional Personal Protective Equipment (PPE) or other measures are recommended. This is the northern hemisphere flu season so this may occur from vessels from any country in the northern hemisphere.
- **MoH - The risk assessment for NZ was reviewed on Mon 27 Jan 20.**
- The Border Sector Working Group (BSWG) have agreed to meet weekly.
- MoH are collaborating with Ministry of Foreign Affairs and Trade (MFAT) officials. This will ensure that health support to the Pacific Island countries and territories is sensitive to their needs. Support could take a number of forms, including clinical input, clinical supplies or PPE. It could also include requests for exit screening of travellers from New Zealand.
- The next MoH SITREP will be at 1100 hrs on Wed 29 Jan 20.

NZ CUSTOMS ACTIONS including planned actions

- **Christchurch International Airport** - Customs Officers identified a traveller who had been in Wuhan and/or deliberately left quarantine. The traveller was interviewed by PHU staff; he stated that he had transited through Wuhan for half an hour and claimed to have been subsequently checked eight times. The traveller's temperature was checked and PHU staff had no concerns.

Awareness of this year's flu season and vaccination opportunities should be raised across the business. This will ensure that vaccination uptake is maximised. The awareness should be visible, accessible and supported.
- A bulk order equal to one month's supply of all recommended PPE items will be placed. Unit requirements are to be submitted to ITOC as soon as possible.
- On Mon 27 Jan 20, Customs convened a BSWG. Attendees discussed the management of PPE resources. It was agreed that a broad sector approach will be adopted. Resources will be directed to those partners in need.

A further agreement was made regarding the use of the NZ Influenza Pandemic Action Plan (IPAP) as a guide for this response. Border Agencies are now

responsible for identifying which actions are relevant to them. This is in order to be informed and prepared to implement border options if requested.

Customs will further examine the first four phases of the IPAP. This is to ensure that Customs' understands its role in each of the phases should MoH decide to utilise any of the IPAP actions.

Whilst examining the first four phases, Customs will consider the following:

- **This is not a pandemic.** The IPAP is being used to guide the response.
- **We are not** trying to keep 2019-nCoV out of New Zealand.

The objectives of the current response are:

- To **identify and investigate** cases/clusters of novel coronavirus (2019-nCoV) and to **apply** appropriate infection **control measures** to prevent its spread.
- To **detect** cases/clusters of 2019-nCoV **infection and prevent transmission** in high risk settings (i.e., hospitals).
- We will continue to liaise with the MoH and relevant DHBs.
- Customs will continue to proactively provide guidance and support to the other Border Agencies.
- In the event of any response escalation triggers being met, ITOC will cascade notifications to all relevant personnel.
- ITOC will disseminate all SITREPs.
- The next 2019-nCoV planning meeting will be held on Wed 29 Jan 20 at 0930hrs and further meetings to be held daily.

- Additional SITREPs to follow as required

ADMIN & LOGS

Strategic Coordination

s 9(2)(a) OIA

s 9(2)(a) OIA

Customs N-CoV 2019 SITREP 9

30 January 2020

NZ CUSTOMS SITUATION REPORT

EVENT	SITREP No
Corona Virus	CORONA009
CONTACT	DATE/TIME OF ISSUE
ITOC National Phone: 0508 ITOCOPS (486267) International Phone: +6499278009 Email: ITOCOPS@Customs.govt.nz SCU National Phone: 029 201 2022 International Phone: +64292012022 Email: strategic.coordination@customs.govt.nz	30/01/2020 0800hrs

SITUATION

30/01/2020 – The 2019 n-CoV virus continues to spread throughout China. Confirmed cases continue to be reported internationally. Countries reporting confirmed cases include Australia, Cambodia, Japan, Taiwan, Malaysia and the US.

UPDATE SINCE LAST REPORT

Key Points:

- New Zealand Ministry of Health (MoH) reporting states the global total of 2019-nCoV virus confirmed cases is approximately 4580. Of these, China has 4515 across 30 provinces. The number of fatalities is 106.

65 confirmed cases have been reported in 16 countries: Australia (5), Canada (2), France (3), Hong Kong (8), Japan (4), Malaysia (4), Macau (7), Nepal (1), Singapore (5), South Korea (4), Taiwan (5), Thailand (8), USA (5), Vietnam (2), Cambodia (1) and Germany (1). The majority of whom reported travel to Wuhan.

MoH - The World Health Organisation's (WHO) risk assessment of the situation remains **unchanged**.

New Zealand's risk assessment of the situation remains **unchanged**.

The WHO Director-General (DG) has visited Beijing and reportedly commended China for its efforts to contain the virus. In comments carried by state media, the DG was reported as saying that the WHO does not recommend the evacuation of nationals, and called on the international community to remain calm and not overreact.

Cabinet has **authorised** an **Infectious and Notifiable Diseases Order** to make 2019-nCoV a notifiable disease from **Fri 30 Jan 20**. This means Medical Officers of Health will have powers to:

- Formally initiate contact tracing.
- Issue Mandatory Directions.
- Apply for Court Orders.
- Issue Urgent Public Health Orders.

The Institute of Environmental Science and Research (ESR) is developing a test for the 2019 N-CoV virus. This test is expected to be ready by the end of this week. Currently samples that require testing are being sent to Australia.

Health advice cards in traditional and simplified Chinese are available at international points of entry. The cards provide general advice on the symptoms of concern. The cards also advise ill travellers to call the Healthline number. The Healthline number is 0800 611 116 and is free of charge.

New Zealand Border Response - The guidance for responding to ill travellers has been finalised and sent to Public Health Units (PHU).

Wed 28 Jan 20 PHU staff met flights arriving from mainland China. At Auckland International Airport, approximately 2000 passengers from eight flights were met. At Christchurch International Airport, 298 passengers from two flights were met. No travellers self-identified as unwell. To date, no nurse assessments have been required.

Advice to travellers within New Zealand is being provided through the Visitor Sector Emergency Advisory Group and Tourism Industry Aotearoa. This is being facilitated through accommodation providers and tour operators.

For further specific detail, refer to NZ MoH SITREP 09 issued at 1100hrs on Wed 29 Jan 20. The MoH will issue their next SITREP at 1100hrs on Thu 30 Jan 20.

- Reporting from s 9(2)(a) OIA (NZCS & Immigration Liaison, Canberra) - Wed 29 Jan 20.

'I have just attended an ABF meeting which mostly focused on the Coronavirus and the announcement that planning is underway to remove Australian nationals from Wuhan.

Notes at this time are as follows:

- Approximately 800 Australian nationals are in Wuhan, about 600 of them have asked for assisted repatriation.
- Those removed from Wuhan will be sent into quarantine at Christmas Island.
- An ABF forward commander is preparing to deploy to Christmas Island.
- Other Australian staff offshore in the region have been given the option to return home if they feel at risk or concerned.
- Qantas is assisting with the repatriation, which could happen as early as this coming Saturday. This is depended on the Chinese government.
- Only persons with Australian passports will be assisted. In the case where a child is on an Australian passport but parents are not, they will not allow the child to travel unaccompanied.

Other:

- Some agriculture staff (nfd) are now wearing goggles to meet flights.
- ABF's frontline posture has not changed significantly, with staff being supplied with personal protection equipment. There is a large demand for the equipment, especially masks.
- It was noted at Sydney airport that over 90% of passengers are wearing masks.

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NZ CUSTOMS ACTIONS including planned actions

- Awareness of this year's flu season and vaccination opportunities should be raised across the business. This will ensure that vaccination uptake is maximised. The awareness should be visible, accessible and supported.
- All units have submitted their PPE requirements to ITOC. These figures have been collated and sent to Corporate Services for ordering.

- On Mon 27 Jan 20, Customs convened a BSWG. Attendees discussed the management of PPE resources. It was agreed that a broad sector approach will be adopted. Resources will be directed to those partners in need.

A further agreement was made regarding the use of the NZ Influenza Pandemic Action Plan (IPAP) as a guide for this response. Border Agencies are now responsible for identifying which actions are relevant to them. This is in order to be informed and prepared to implement border options if requested.

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- Additional SITREPs to follow as required

Strategic Coordination	s 9(2)(a) OIA	s 9(2)(a) OIA
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27 January 2020

RPT 20/011

CUSTOMS' RESPONSE TO 2019 NOVEL CORONAVIRUS OUTBREAK

What Customs is doing at the border

- Customs chairs the Border Sector Working Group and is working closely with other border agencies to ensure a consistent approach. The Border Sector Working Group will continue to meet.
- Public health nurses are present at Auckland and Christchurch International Airports to meet all direct flights from China. As well as providing advice to passengers they are also engaging with Customs staff on how to protect themselves.
- Customs is also displaying posters with public health information, and directing travellers to Healthline if they have any questions.

How Customs is working with the Ministry of Health

- Customs staff are in close contact with the Ministry of Health (the lead agency) and are receiving regular updates on best practice precautions. Customs also has an officer embedded in the Ministry of Health Incident Management Team.
- Customs has established an Incident Management Team, which is supported by regular reporting and daily meetings of an Incident Planning Group. Customs' response to this new disease continues to follow the guidance laid out in the Influenza Pandemic Action Plan.
- Customs attended the Interagency Pandemic Group Meeting on Friday 24 January and are represented at the Watchgroup which met today.
- The Comptroller continues to engage closely with the Director General of Health.

How Customs is keeping staff safe

- Regular advice is being provided to staff on standard infection control principles (including correct hygiene procedures and where possible maintaining social distancing). More targeted measures, such as the wearing of protective face masks, are being used when necessary.
- Staff who are pregnant, caring for the very young, elderly or people with compromised immune systems are being given the opportunity to step back from passenger processing, to protect their families. Staff have also been reminded that if they feel unwell they are to prioritise their own wellbeing and stay away from work.
- Stocks of Personal Protective Equipment (for example hand sanitizer, disinfectant spray, masks and gloves) have been ordered and distributed to the frontline.

- Advice has been provided to all Customs overseas posts and additional Personal Protective Equipment has been sent to both Beijing and Hong Kong posts.

Powers to prevent entry to New Zealand

- All arriving aircraft must provide a health status report to their ground agent at least 15 minutes before arrival. The Medical Officer of Health can quarantine (“withhold pratique from”) any plane that declares that a person on board has symptoms of an infectious disease, until the situation has been contained.
- Any decision to deny a passenger entry into New Zealand is made by Immigration New Zealand including on advice from other agencies.

Customs’ role during previous epidemics

- Customs has dealt with a number of previous public health emergencies including the recent Ebola response, the 2009 H1N1 swine influenza pandemic and the 2003-4 SARs epidemic. Its responses follow the New Zealand Influenza Pandemic Plan, which provides an all-of-government response to a pandemic. The plan is regularly exercised and Customs participated in the most recent series of readiness activities that occurred during 2018-19 (Exercise Pomare).

2. ORGANISATIONAL UPDATES

Coronavirus Update

- The World Health Organization have so far not recommended the need for any additional border measures in New Zealand in relation to the Coronavirus outbreak. Customs are in close contact with the Ministry of Health, as well as our partner border agencies, and monitoring the unfolding situation closely. Customs is supporting the Ministry of Health with their information requirements.
- Customs is taking up precautionary measures at all ports of entry. These include public health messaging and ensuring the availability of passenger information cards.
- Health and safety advice has been provided to all Customs staff. Updated advice is being developed and will continue to be provided. This advice has been shared with partner border agencies. Personal protective equipment requirements for staff are under constant review and where appropriate staff are taking additional protective measures.

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Excerpt from Customs' weekly officials' meeting with the Minister of Customs – 29 January 2020

Standing items	Action	Paper	Lead
1.			
2.			
3.			
<ul style="list-style-type: none">Coronavirus update	Discuss	RPT 20/011	Christine

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